



Building Integrated Communities Action Plan Implementation Update

June 2022

Our Progress in Implementing the
[Building Integrated Communities \(BIC\) Action Plan](#)



Government Communication

Strategy	Status	Notes
10.1 Create a Town-wide Language Access Plan		<ul style="list-style-type: none"> Unanimously approved by Town Council in November 2019. Implementation underway.
10.2 Town establishes a contract for interpretation and translation services		<ul style="list-style-type: none"> Contracts approved for multiple language service organizations.
4.1 Translate critical public housing documents into key languages		<ul style="list-style-type: none"> Translated all critical documents into primary languages.
4.2 Provide interpretation for critical public housing appointments		<ul style="list-style-type: none"> In-person interpretation and language line established for resident interactions.
10.4 Establish standard language access messages to include on publicity for Town meetings		<ul style="list-style-type: none"> Multilingual welcome signage added at Town Hall. Language access messaging included on all Council and Advisory Board meeting agendas and on Town website.
10.3 The Town supports community organizations to develop solutions to existing language access issues		<ul style="list-style-type: none"> Supported Community Interpreter Pilot and Neighborhood Support Circle Programs. Additional solutions under development.



Housing

Strategy	Status	Notes
2.1 Non-profit affordable housing providers amend policies to serve residents without documentation status		<ul style="list-style-type: none"> Habitat for Humanity amended their policies to serve residents with TPS and DACA. Continuing to work with other housing providers.
5.2 Include housing and legal education in outreach to manufactured home residents		<ul style="list-style-type: none"> Workshops held in collaboration with community partners. Developed multi-lingual housing resource guide.
2.2 Support the Town's Public Housing Master Plan project to facilitate the involvement of immigrant and refugee residents		<ul style="list-style-type: none"> Provided assistance with resident outreach and interpretation and translation services in support of the Master Planning process.
4.3 Provide housing education and outreach opportunities for immigrant and refugee residents		<ul style="list-style-type: none"> Developed curriculum and housing resources. Conducted workshops in partnership with community partners.
5.1 Continue implementation of the Town's Manufactured Home Strategy and engage residents of manufactured home communities in jointly designing solutions		<ul style="list-style-type: none"> County-wide Manufactured Home Action Plan endorsed by all local governments in Orange County. Workshops and resource guides developed in partnership with community partners for manufactured home residents. Planning to roll out resident leadership opportunities in coming months.

Legend: = completed = completed & ongoing = in progress = upcoming

For more information, visit:
www.townofchapelhill.org/bic



Housing

Strategy	Status	Notes
3.1 Continue to focus on increasing the capacity of existing public housing maintenance staff and improving maintenance efforts		<ul style="list-style-type: none"> Facilitated Language Access Training for all Public Housing Staff. Created a variety of tools and resources for use by maintenance staff for interactions with immigrant and refugee residents.
2.3 Continue implementation of the Town's Affordable Housing Strategies and identify best practices to better serve immigrants and refugees		<ul style="list-style-type: none"> Best practice research underway.
3.2 Increase the Town's capacity to address and enforce code compliance in communities where immigrant and refugee live		<ul style="list-style-type: none"> Ongoing collaboration underway with Development Services Department and other key stakeholders.



Leadership

Strategy	Status	Notes
8.1 Engage immigrant and refugee youth in the Youth Initiative		<ul style="list-style-type: none"> Partnered with local community groups and community members serving immigrants and refugees to help recruit youth for the Town's Youth Design Team.
9.1 Strengthen the Peoples Academy recruitment and curriculum to include immigrant and refugee residents		<ul style="list-style-type: none"> Conducted outreach in Spanish and Mandarin for Academy. Translated materials into primary languages. Exploring opportunities to create Spanish language Academy.
7.2 Establish a liaison to welcome and guide immigrant and refugee residents serving on boards and commissions		<ul style="list-style-type: none"> Established staff liaison. Created peer mentorship pilot program for new advisory board members.
7.1 Create and launch a recruitment process to Town boards, commissions, and committees accessible to immigrants and refugees		<ul style="list-style-type: none"> Developed new outreach materials, incentives, and supports to encourage participation of immigrant and refugee residents
11.1 Further develop a cohort of multi-lingual and multi-cultural Town employees		<ul style="list-style-type: none"> Organization-wide effort underway to increase diversity in recruitment. Several employees hired who are native speakers of languages other than English. Continuing to explore options for employee language pay incentive.
12.2 Strengthen the Town's connections to community organizations that serve immigrants and refugees		<ul style="list-style-type: none"> Provided new funding to various community partners for pandemic response and other programs and services serving immigrants and refugees.
11.2 Town continues to explore cross-cultural learning opportunities for employees		<ul style="list-style-type: none"> Looking at options to expand cultural exchange program attended by Police to employees in other departments.
8.2 Develop and launch a Youth Peoples Academy		<ul style="list-style-type: none"> Exploring opportunity to create Peoples Academy in partnership with UNC-CH for students.

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Leadership

Strategy	Status	Notes
12.3 Expand the Town's collaboration with local government and institutions across Orange County to implement the BIC Action Plan		<ul style="list-style-type: none"> Exploring new partnership opportunities across the County, including with Orange County, UNC Health, UNC-CH.
12.1 Develop Town staff and appointed board, commission, and Council members to work effectively with diverse groups of people, including immigrants and refugees		<ul style="list-style-type: none"> Facilitated racial equity and language access trainings for Town staff and advisory board members. Additional training under development.
8.4 Expand school visits to Town Hall to include more immigrant and refugee students		<ul style="list-style-type: none"> Delayed due to COVID-19 impacts.
8.3 Engage youth to participate in Town decision-making processes		<ul style="list-style-type: none"> Delayed due to COVID-19 impacts.



Public Safety & Law Enforcement

Strategy	Status	Notes
6.3 Continue to expand the Police Department's <i>Know Your Rights</i> sessions with immigrant and refugee residents		<ul style="list-style-type: none"> Police department supported regular Know Your Rights sessions, pre-pandemic.
6.2 Police Department increases its attendance at events and meetings to build relationships with immigrants and refugees		<ul style="list-style-type: none"> Police department continuing to explore opportunities for outreach and engagement.
6.1 Create a more centralized and intentional outreach request process for the Police Department		<ul style="list-style-type: none"> Delayed due to COVID-19 impacts.
6.4 Jointly design multi-lingual presentations on gun violence, youth substance use, with immigrant and refugee residents		<ul style="list-style-type: none"> Delayed due to COVID-19 impacts.



Public Transportation

Strategy	Status	Notes
1.4 Provide transit service information in multiple languages		<ul style="list-style-type: none"> Interpretation and multi-lingual outreach flyers provided for community input meetings.
1.1 Collaborate with Chapel Hill Transit on short-term transit planning process		<ul style="list-style-type: none"> Interpretation and multi-lingual outreach materials provided for BRT community input meetings.
1.2 Engage Chapel Hill employers with a significant immigrant and refugee workforce in improving transportation options		<ul style="list-style-type: none"> Transit services extended to better serve residents on nights and weekends.
1.3 Pilot a CHT demand-based transportation solution.		<ul style="list-style-type: none"> Delayed due to COVID-19 impacts.

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